Shirt Distribution Guide

A step-by-step guide on how to manage a new-shirt rollout

Overview

We know that managing shirts is a big responsibility for every store and it takes a lot of coordination and planning. This guide was developed in partnership with P&O Specialists to help drive efficiency and improve accuracy in organizing and distributing employee's shirts.

RetailMe Task

The work begins here. Planning is key for a successful distribution.

Estimated time to complete: 2 - 3 hours spread over 1 week

1. Communicate with your team through email, Daily Downloads to update their shirt size, outerwear size, and sleeve-length preference in RetailMe.

- Work with your People Leader and ISGT to plan for new hires and team members who are out of the store for extended times.

2. Confirm your store's compliance using the Store T-Shirt Report that you can download at https://retailme.apple.com/admin.
1. Confirm you are receiving the correct quantities and sizes in the distro on Arvato > My Orders by comparing your store's shirt requirement in the RetailMe report. Begin planning your shirt allocation based on what you are receiving using these filters:
   - Ensure that every team member has at least one shirt in their size.
   - Ensure that every team member has the proper quantity of shirts based on part-time or full-time status.
   - Strive to give team members their sleeve-length preferences.
   - In case of overages, set aside for future use (eg. new hires)
3. To prepare for your distribution, create a new, simplified Excel report that lists employee name, size, sleeve length, and quantity based on the quantities you will be receiving,. Sort the report by employee name.
4. Print one DYMO name label for each team member using the simplified report
   - Open the DYMO Label software
   - Select File > Import Data and Print > New
   - Select the shirt report from the Browse menu
   - Change the layout to the 'Name Badge' layout option
   - Select Field1 (ensure Field1 is employee name) to show on the label
   - Press Next > Print
5. Keep the RetailMe report and DYMO labels in a safe place until new shirts arrive.
7. Communicate escalations to storesupport@apple.com. Be specific with your escalations (eg. include SKUs and quantities).

Shirts Arrive

All your planning is done. Let's start organizing.

Estimated time to complete: 8 hours

1. Count the shirts using the packing slips and ensure you physically received all the shirts in your distribution.
2. Create a package of shirts for each team member using the quantities from the simplified report. Group them and make the DYMO label visible on the outer package of the shirt.
3. Put the packages into boxes organized by size, job title, or connection team - whichever works best for your store.
4. Store the boxes in a secure location with a copy of the simplified report.

Shirts Go Live

Distribute the shirts and set your team up for success.

Estimated time to complete: 2 - 3 days

1. The leadership team will announce the T-shirt change in accordance with RetailMe guidance.
2. Send your store a "frequently asked questions" email covering where the shirts will be located, how the shirts are different, how many shirts everyone will get, etc.
3. Move the boxes containing the shirts to your store's preferred location for pickup.
4. Work with your People Leader to ensure that as each team member collects their shirts, their name is checked off of the report.

- If a team member's size is not on the report, guide them through the process of selecting their apparel preferences in RetailMe and assign that team member shirts from any additional stock.

1. Refer to RetailMe guidance for what to do with your store's previous shirts - it is advisable to include this information in the announcement.